

Existing & Planned Ministry Offices

- ▲ Office relocating to area office in the fall, 1991
- Office opening in Sept., 1991
- Office relocating/opening in late 1992

Head Office

Ministry of Labour
Head Office
400 University Avenue
Toronto, Ontario
M7A 1T7

General Inquiry:
(416) 326-7565

Employment Standards
General Public Inquiries
(416) 326-7160
1-800-387-2965

Effective July 1, 1991
Employment Practices
Branch
(416) 326-7000

Effective July 1, 1991
Occupational Health & Safety Branch
(416) 326-1352

Northern Area

Sudbury
199 Larch Street, 6th Floor
P3E 5P9
Employment Standards,
Industrial & Construction
Health & Safety
(705) 675-4455
Mining Health & Safety
(705) 675-4464
1-800-461-4000

Sudbury
Administration
159 Cedar Street
P3E 6A5
(705) 670-7400
1-800-461-6325

Thunder Bay
435 James St. S., P7E 6E3
(807) 475-1691
1-800-465-5016/17

Sault Ste. Marie
390 Bay Street, 3rd Floor
P6A 1X2
(705) 949-3331
1-800-461-7268

Timmins
273 Third Avenue, Suite 204
P4N 1E2
(705) 267-6231
1-800-461-9847

Kenora
808 Robertson St., 2nd Floor
P9N 3X3
(807) 468-2712
1-800-465-1104

Dryden
479 Government Road
P8N 3B3
(807) 475-1691
1-800-465-5016/17

● **Marathon** TBA

Elliot Lake
151 Ontario Ave., P5A 2T2
(705) 848-2885

Kapuskasing
Kapuskasing Inn
80 Riverside Dr., Room 24
P5N 1B2
1-800-461-9847

Kirkland Lake
6 Tweedsmuir Avenue
Unit 303, P2N 1H9
(705) 567-5292

North Bay
1500 Fisher St., P1B 2H3
(705) 476-2711
1-800-461-1654

Eastern Area

▲ **Ottawa**
2197 Riverside Dr., Suite 301
K1H 7X3
(613) 738-2809
1-800-267-1916

Kingston
115 Clarence St., 3rd Floor
K7L 5N6
(613) 545-0989
1-800-267-0915

Peterborough
815 High Street
Parklane Plaza, K9J 8J9
(705) 876-1800
1-800-461-1425

■ **Whitby** TBA

Toronto Area

▲ **Scarborough**
2500 Lawrence Avenue E.
M1P 2R7
(416) 750-3557
1-800-387-1516
Employment Standards,
(416) 750-3573
1-800-268-6541

▲ **Scarborough**
Construction
Health & Safety
10 Milner Business Court
Suite 404, M1B 3C6
(416) 609-9467

▲ **Scarborough**
Industrial Health & Safety
2100 Ellesmere Rd., Suite 211
M1H 3B7
(416) 439-6032

■ **Downtown Toronto** TBA

■ **Rexdale** TBA

Central Area

▲ **Mississauga**
Industrial Health & Safety
& Employment Standards
2 Robert Speck Parkway
Third Floor, L4Z 1H8
(416) 273-7800
1-800-268-2966

Employment Standards
General Inquiries Only
(416) 273-7890
1-800-268-9466

▲ **Mississauga**
Construction
Health & Safety
1290 Central Parkway West
Suite 304, L5C 4R3
(416) 279-2049
1-800-668-7121

▲ **Mississauga**
Industrial Health & Safety
(Engineering)
33 City Centre Dr., Suite 121
L5B 2N5
(416) 273-7800
1-800-268-2966

Barrie
114 Worsley St., 2nd Floor
L4M 1M1
(705) 722-6642

■ **Richmond Hill** TBA

Hamilton/Niagara Area

■ **Hamilton**
Construction Health & Safety
105 Main Street East
L8N 1G6
(416) 521-7879
1-800-263-6906
(within 416 area code)
1-800-263-9296
(outside 416 area code)

▲ **Hamilton**
119 King Street W., 8th Floor
L8N 3Z9
(416) 521-7736
1-800-263-6906
(within 416 area code)
1-800-263-9296
(outside 416 area code)

■ **St. Catharines**
205 King Street, 1st Floor
L2R 3J5
(416) 682-7261
1-800-263-7260

■ **Halton region** TBA

Western Area

▲ **London**
205 Oxford St. E., 2nd Floor
N6A 5G6
(519) 439-3231
1-800-265-4707

▲ **London**
Construction & Mining
Health & Safety
1020 Hargrieve Road
N6E 1P7
(519) 681-1784
1-800-265-7685

Windsor
500 Ouellette Street
N9A 1B3
(519) 256-8277
1-800-265-5140

Kitchener
824 King Street W., 4th Floor
N2G 1G1
(519) 744-8101
1-800-265-2468
Employment Standards
(519) 744-8106
1-800-265-2469

Sarnia
700 Christina St. N.
N7V 3C2
(519) 336-1200
1-800-265-1416

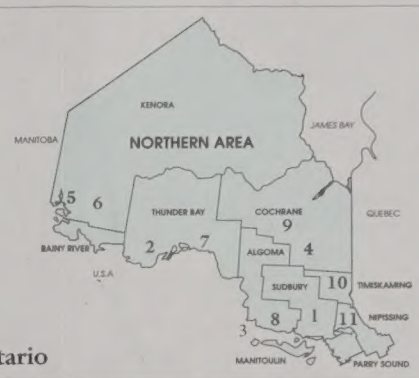
Northern Area

Area Office
1. Sudbury

District Offices
2. Thunder Bay
3. Sault Ste. Marie
4. Timmins

Satellite Offices
5. Kenora
6. Dryden
7. Marathon
8. Elliot Lake
9. Kapuskasing
10. Kirkland Lake
11. North Bay

Northern Ontario



Southern Ontario

New Service Areas

Eastern Area

Area Office
1. Ottawa

District Offices
2. Kingston
3. Peterborough

Satellite Office
4. Whitby

Toronto Area

Area Office
5. Scarborough

District Offices
6. Downtown Toronto
7. Rexdale

Central Area

Area Office
8. Mississauga

District Offices
9. Barrie
10. Richmond Hill

Hamilton/Niagara Area

Area Office
11. Hamilton

District Offices
12. St. Catharines
13. Halton

Western Area

Area Office
14. London

District Offices
15. Windsor
16. Kitchener

Satellite Office
17. Sarnia



Ontario
Ministry of
Labour

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Serving You Better Locally

We're improving the way the Ministry of Labour does business!

These improvements relate to how we deliver our Health and Safety and Employment Standards services.

We're reorganizing our offices so that they'll provide both Health and Safety and Employment Standards programs in all locations. This means more convenient access to the ministry's services.

As well, we'll be making more decisions locally instead of requiring head office approvals, and placing more resources in the field to serve you. This means improved, more efficient service at Ministry of Labour offices across Ontario.

At the same time, we'll be adding new district offices to the existing ones and establishing more satellite offices to meet your needs.

Finally, as you can see from the attached map, we have changed a few service boundaries which will affect which Ministry of Labour office some of you will deal with.

This pamphlet explains the changes we're making and how you'll benefit.



▲ Why is the Ministry of Labour reorganizing?

Like any business or organization, we need to make changes to keep pace with our clients' needs and expectations. We're streamlining our operations so that we can provide clients with a broad range of services that are more responsive and more efficient.

▲ How will reorganizing improve client services?

The most immediate improvement will be in how clients access ministry services. Instead of travelling to several different locations to fulfil a variety of service requirements, clients will be served from one local office.

It also will be easier to do business with us. Our new organization puts the authority for local decision-making in the hands of local staff and management instead of head office. This means the ministry can be more responsive to individual and community needs.

At the same time, we will ensure that programs are delivered consistently across the province.

▲ Will all services be available in all Ministry of Labour offices?

Each of our six area offices, shown on the attached map, will offer a complete and co-ordinated range of Health and Safety and Employment Standards services. Area offices will serve as key centres of operation for each of the six geographic areas of the province.

As well, district offices and smaller satellite offices will directly provide most services, and will call on area offices for specialized support, if required.

▲ Where will ministry offices be located?

Area offices will be located in Sudbury, Ottawa, Scarborough, Mississauga, Hamilton and London.

At the same time, all existing and new district offices will provide services. These include offices in Thunder Bay, Sault Ste. Marie, Timmins, Kingston, Peterborough, downtown Toronto, Rexdale, Barrie, Richmond Hill, the Halton region, St. Catharines, Windsor and Kitchener.

As well, current and new satellite offices in Kenora, Dryden, Marathon, Elliot Lake, Kirkland Lake, Kapuskasing, North Bay, the Whitby vicinity and Sarnia will serve you.

▲ Which of these will be new district or satellite offices?

For the first time, the ministry will have district offices offering Employment Standards and Health and Safety services in downtown Toronto, Richmond Hill, Rexdale, and the Halton region, and satellite offices in Marathon and the Whitby vicinity.

▲ Will services be provided at existing ministry offices?

You will continue to receive services in centres in which the ministry has offices. However, in several cases, expanded office

quarters will be required to accommodate additional staff from all program areas under one roof and this will mean a change of address during the fall of 1991. See attached list of ministry offices which will be re-locating.

▲ What happens if I am located in an area where service boundaries have changed?

In cases where boundaries of a service area have changed, clients in these areas will be serviced by the Ministry of Labour office in the new area. For example, Metropolitan Toronto will become a single area and will be serviced by our Toronto area office located in Scarborough. See attached map to determine in which area you are located.

▲ Will existing programs be eliminated or changed?

No. Mining, Construction, Industrial Health and Safety, and Employment Standards programs will continue to be delivered—each offering its specific services. However, clients will find all programs conveniently housed in one office location.

▲ Will you provide any new services?

In addition to meeting the particular needs of individual communities, area offices will provide programs such as Advisory Services to enhance labour-management relations with respect to Employment Standards and Health and Safety concerns.

▲ If I am a retail worker with concerns regarding wages, which part of the ministry should I contact?

You should contact your local Ministry of Labour office to ask about filing a claim, as you do now.

▲ Will head office continue to offer Employment Standards and Health and Safety services?

There will be an Employment Practices Branch and Occupational Health and Safety Branch at head office. While head office branches will no longer handle the day-to-day delivery of programs, they will support the staff delivering programs in local offices. In addition, these branches will continue to handle your province-wide issues such as the formulation and interpretation of policies and development of new programs to meet your needs.

▲ Will service be disrupted during the transition?

We are making every effort to ensure a smooth transition to an improved way of doing business. In fact, we expect that the level of service clients currently receive will only get better as the reorganization moves ahead.

While our goal is to become more efficient, we are not downsizing our operations. You'll find more staff on hand to serve you locally.

▲ When will these changes take place?

Most of the reorganization, including changes to boundaries of service areas, will take place over the summer of 1991.

Area offices will be in place by late fall, 1991.

New district and satellite offices will be opened by late 1992, with the exception of the Marathon office which will serve clients in September, 1991.

▲ Whom do I call for more information?

For more information, consult the attached map and contact an office in your area. If you're uncertain, contact your nearest Ministry of Labour office listed in this pamphlet. We'd be happy to answer any questions.

Our Mission

To advance safe, fair and harmonious workplace practices which are essential to the social and economic well-being of the people of Ontario.



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est également
disponible en français.*